



IOT Distributed Services
SLA Compliance
Enterprise Level Agreements
For September 2010

Service Level Agreement

Target Performance

Current Performance

Customer Service

Speed To Answer Calls	90% Calls Answered Under 60 Seconds	94%	
Call Abandonment Rate	Less then 5% Abandoned	1%	
Level 1 Resolution Rate	90% Of Calls Resolved By Level 1	100%	
Email Response Rate	98% Response within 1 business hour	96%	
User Sampling Survey	95% Of Satisfied Customers	98%	
Resolution Of Incidents On Time	90% Calls Resolved On Time (By Grouping)	97%	

Account Management	8 Business Hours	97.8%	
Applications	16 Business Hours	96.6%	
Data Management	32 Business Hours	96.9%	
Database	32 Business Hours	100%	
Hardware	40 Business Hours	96.5%	
Operating System	24 Business Hours	97.98%	
Telecomm	12 Business Hours	94.9%	

Excluding GMIS & SIRS

Network Availability

CAN Availability (Campus Area)	99.9% Availability	99.9%	
Dial-Up Availability	99.9% Availability	99.9%	
Switch Availability	99.9% Availability	99.8%	
VPN Availability	99.9% Availability	100%	
WAN Availability (Remote Sites)	98.9% Availability	99.7%	

Server and Storage Administration

Overall Average Windows Server Availability	99.9%	
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Citrix Server Availability	99.9% Availability	100%	
E-Mail Server Availability	99.9% Availability	100%	
Shared File Server Availability	99.9% Availability	99.9%	
SQL Server Availability	99.9% Availability	99.9%	
Web/App Server Availability	99.9% Availability	99.9%	

Overall Average Mainframe Availability	99.9%	
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IBM Mainframe Availability	99.9% Availability	99.9%	
IMS Region Availability	99.9% Availability	99.9%	
DB2 Connect Availability	99.9% Availability	99.9%	

Account Management

Disable Network Account Requests	Disabled Within 4 Business hours (98.0%)	96%	
New Network Account Requests	Creation Within 2 Business Days (99.0%)	100%	
Privilege/Rights Change Requests	Change Within 8 Business Hours (97.0%)		

Field Operations

New Workstation Installation	Installation Within 5 Business Days (98.0%)	100%	
Peripheral and Software Installation	Installation Within 3 Business Days (98.0%)	99%	

- In compliance
- Within Tolerance
- Out of compliance
- Insufficient data available this month

Run Date 10/15/2010